

From: Onclusive Client Services <services@onclusive.com>
Sent: Monday, November 20, 2023 9:32 PM
To: [REDACTED]@socialsecurity.gov.scot>
Subject: RE: Service Issue [ref:100D2005u20.1500Si01IpbN:ref]

Good evening [REDACTED],

I have now received a further update with regards to the service.

The technology team at Onclusive have worked hard to put in place mitigations and we are now confident that a resolution is very close.

We are expecting to be able to deliver your normal service in the morning. Should this change we will follow-up first thing.

Thank you for your patience today,

Best regards,

[REDACTED]

[REDACTED]

Onclusive

For client service support please email services@onclusive.com

www.onclusive.com • [REDACTED]

[REDACTED]